

Dear Suremed Health Member

We are writing to you at a time when the world is going through an unprecedented pandemic and **Suremed Health** is proud to be continuing to provide you with Healthcare Service. During times like these, the last thing a person needs is to worry about whether one is covered. **Suremed Health** reaffirms that our members are covered, protected and supported – aligned to your specific option.



Suremed has also made a donation to the **Gift of the Givers** organisation through its **BackaBuddy** fundraising campaign in support of the national government's efforts to provide high-risk medical personnel with the essential medical supplies...

WHAT TO EXPECT

1. Coronavirus is covered:

Suremed Health will cover the cost of diagnosis and treatment for confirmed COVID-19 cases. We will cover private hospitalisation when a member with a confirmed diagnosis is symptomatic and requires hospitalisation in terms of the World Health Organisation (WHO) and National Institute of Communicable Diseases (NICD) protocols for COVID-19.

2. Treatment is aligned to WHO and NICD protocols:

South Africa is part of the WHO and we manage pandemics in line with international protocols. The NICD, that works closely with WHO, manages situations like this for our country. This means that for any patient who is tested, the swab sample will need to be sent to the NICD-accredited laboratories. Based on the results of those tests, NICD will recommend the medical process for each patient, together with the treating doctor. If the member is infected and presents as symptomatic, they may suggest isolation, most probably at the patient's home. However, the NICD has also established hospitals in each province to assist patients and manage the quarantine process. **Suremed Health** members may however use any private hospital that meets the requirements/protocols for quarantine and treatment, as published by the NICD.

3. Access to information:

It is important to prevent and not believe misinformation. The WHO and the NICD continue to provide valuable insight and updates regarding the virus and how it is spreading globally. Their dedicated websites are a great source of information, having taught us that the main symptoms are fever, a dry cough and fatigue, often followed by muscle aches, nasal congestions and sore throats – very similar to flu symptoms. Their data shows us that the majority of people around the world who have contracted the virus suffer mild conditions.

There are some members who may have a higher risk of contracting the virus and where the symptoms may be more severe. Any person who has a compromised immune system, such as elderly people and people with chronic health conditions or lung problems, would be at a higher risk.

Follow these steps to minimise your chances of contracting coronavirus:



The first is to **regularly wash your hands.**



Reconsider your travel arrangements, especially to countries where outbreaks of the virus have been reported.



Don't touch your eyes, nose and mouth.



Seek out credible sources of information, such as the **WHO**, as misinformation is more prevalent than ever before.

Suremed Health continues to monitor the situation in accordance with the guidelines as set out by The National Institute for Communicable Diseases (NICD) and we will continue to keep you updated. We caution our clients and all South Africans against false information.

MOBILE APP

Suremed Health has recently launched a **mobile app for all Navigator and Challenger members.** This App can be accessed via the **Google Play app store** by searching for **Suremed Health.** The iOS app for Apple cell phones will be available shortly and we will communicate this to members.



The Features of the App include:

- View personal information as well as dependants
- Electronic membership card
- View their electronic health records
- View claims
- View authorisations
- Requests tax certificates
- Request extra membership cards
- View benefit utilization for risk benefits not paid from savings

HELLO DOCTOR



Hello Doctor lets you talk to a doctor on your phone. It's a whole new way to manage your health, using the one thing you always have with you; your phone. Forget the unnecessary bills and stop scaring yourself with internet searches about your health. **All you have to do is download the Hello Doctor APP from the Google Play or Apple Store and you can talk to a qualified medical doctor,** right from your mobile phone. **Hello Doctor** has doctors available to you anytime, anywhere, 24/7. You request the call, and the doctor will respond within an hour. **If you are unable to download the APP, you can also dial *120*1019# to request that the doctor call you back.**

WE'VE ALL GOT TIME ON OUR HANDS SO HERE ARE A FEW INTERESTING BLOGS FOR YOU TO READ

Travel & Adventure

[Forbes Magazine – What to pack for future adventure trips](#)
[How you can turn your cabin fever into camping bliss at home](#)
[Armchair Travel and Adventure](#)

At-Home Entertainment

[15 Car Movies to watch during Lockdown](#)

[Take a Digital Dog Sled ride in Alaska](#)

Personal Finance

[Financial Help available to South Africans during this pandemic](#)

[Investor culture of care and responsibility](#)

THANK YOU

To all the **Suremed Health** members who form part of the essential services work force, we thank you for continuing to work during these hard times and for serving the people of South Africa.

We wish you all safety and health during these difficult times and know that **Suremed Health** is here for you.

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